



Tom Tindall
Director

COUNTY OF LOS ANGELES
Internal Services Department
1100 North Eastern Avenue
Los Angeles, California 90063

To enrich lives through effective and caring service



Telephone: (562) 940-2901
FAX: (562) 803-0724

May 19, 2010

To: Each Supervisor

From: Tom Tindall
Director

Subject: **STATUS REPORT ON THE TRANSFER OF DCFS INFORMATION
TECHNOLOGY INFRASTRUCTURE TO ISD**

This memo provides the third status report to your Board on the transfer of Department of Children and Family Services (DCFS) information technology (IT) infrastructure to the Internal Services Department (ISD). This important project will improve DCFS social workers' access to client data, and enable DCFS management greater focus on its core mission.

BACKGROUND

In 2008, at the direction of the Chief Executive Office (CEO), ISD and DCFS conducted an assessment of the IT infrastructure within DCFS. Due to the critical nature of DCFS operations and the need for improved IT support, the CEO determined that ISD should be responsible for the DCFS IT infrastructure. DCFS and ISD worked to obtain the State and Federal approvals needed to obtain subvention funding for this project. On January 13, 2010, the County secured final Federal approval for this transfer.

TRANSITION ACTIVITIES

ISD is continuing the process of migrating DCFS desktop support, e-mail services, electronic data storage, Local Area Network (LAN) management and servers to ISD's shared services environment.

ISD will provide DCFS case workers with improved access to their client data from the field and in remote offices with newer technologies, including the use of "thin client" desktop devices instead of standard personal computers. This technology will allow case workers to access their desktop from anywhere. To deploy "thin client" technology, the County was required to submit an additional request for State and Federal approvals. These approvals, plus related solicitations for a new server platform and software, have caused delays to the original project timeline. DCFS and ISD believe that the benefits in terms of access and cost greatly outweigh these short term delays.

The following tasks, actions and completion dates are in progress:

Task	Action
PROCURE NEW DESKTOPS AND THIN CLIENT DEVICES Original Target: January 2010 Adjusted Target: May 2010	<ul style="list-style-type: none"> • All locations have been inventoried. • Procurements for thin client and desktop devices pending State and Federal approvals • The original target date was based a standard desktop PC deployment • Testing new methods to deploy desktop access into the field for Case Workers
MIGRATE WINDOWS SERVERS Original Target: March 2010 Actual Completion: April 2010	<ul style="list-style-type: none"> • All initial target servers delivered • Migrated LAKids to the ISD Data Center. • Testing of all applications extended the completion date.
PROCURE UNIX SERVERS Original Target: April 2010 Adjusted Target: May 2010	<ul style="list-style-type: none"> • Board approval received to procure server in June 2009. Received State and Federal approval January 2010, procurement was held until May 2010 to evaluate recently released hardware technology
MIGRATE DESKTOPS AND EMAIL Original Target: July 2010 Adjusted Target: September 2010	<ul style="list-style-type: none"> • New email systems built and ready. • Data Center infrastructure bids completed in April, and equipment has been ordered • Desktop devices pending State and Federal approval of newer technology solution. • Pilot trials at DCFS offices for new desktops and tablets started in March.

<p>MIGRATE/CONSOLIDATE ORACLE DATABASES AND APPLICATIONS</p> <p>Original Completion: August 2010 Adjusted Target: March 2011</p>	<ul style="list-style-type: none"> • The priority for this task has been reduced because ISD has already moved DCFS databases to the Downey Data Center. DCFS and ISD mutually agreed to extend the consolidation to accommodate resource constraints. • Pending procurements and completion of Oracle services engagement under the Oracle Master Services Agreement. A Board request for approval will be forthcoming in July. • ISD has moved these data bases into the Downey Data Center to ensure better monitoring of the existing equipment and applications.
<p>UPGRADE LOCAL (LAN) AND WIDE AREA NETWORKS (WAN)</p> <p>Target Completion: December 2011</p>	<ul style="list-style-type: none"> • All existing LAN sites managed by ISD. • All WAN capacity upgrades completed. • LAN equipment for 12 sites is ready for bid

TABLET PERSONAL COMPUTERS

In 2008, DCFS purchased 2400 notebook or 'tablet' computers to provide its social workers with access to computer applications while in the field. However, access for these devices was limited due to the lack of server infrastructure at DCFS. ISD's introduction of 'thin client' technology will address this problem.

DCFS and ISD have verified that the tablets can be used with a broadband cellular card to access the State's Case system as well as other office tools, such as email. A pilot is underway to train and determine the feasibility of allowing designated staff to input case information remotely using broadband cards. Performance of the tablets through broadband connectivity will only be as good as the cellular coverage in a specific area.

NEXT STEPS

DCFS IT employees continue to transfer to ISD on a phased basis. To date, 13 help desk employees have transferred to ISD, with the balance of support staff expected to transfer by the end of June 2010.

Each Supervisor
May 19, 2010
Page 4

Beginning July 1, 2010, ISD will assume full responsibility for DCFS' IT infrastructure including components at remote locations. Consolidation of servers and desktop functions to the Downey data center will continue through the remainder of the year to provide the required improvements in stability and reliability. ISD and DCFS management will closely coordinate both the transition project and daily IT operations.

ISD will continue to keep your Board informed including any significant changes to the transition plan. If you have any questions, please contact me at 323-267-2101, or Dave Chittenden at 562-940-2901.

TT:JJ:DC:dw

c: Chief Executive Officer
ISD Board Deputies
Chief Information Officer
Trish Ploehn, DCFS
Armand Montiel, DCFS
Nick Bhatt, DCFS